

Remote Level Monitoring Benefits Concrete Admixture Manufacturer



ACM Chemistries is a concrete admixture manufacturer based in Atlanta, GA with satellite operations on the West Coast and Canada. With decades of experience in manufactured concrete products, ACM Chemistries leads the way in industry innovation and successful new product introductions.



Applications:
Concrete Admixtures

Market:
Chemicals

Challenge

The ACM Chemistries team was challenged to increase sales, improve customer experience, and reduce the costs of their field operations. Like other manufacturers of concrete admixtures, ACM Chemistries tried monitoring tank levels using other sensor technologies, however, the sensors were often unreliable and gave unpredictable readings.

Concrete admixtures have seasonal use-rate. With relatively new admixture products, it takes on-going effort to help the customer know when and why to specify each admixture product. Knowing if the product is being used and when it is running low can be a concern. In addition, slow-moving admixtures may simply require more education on their benefits.

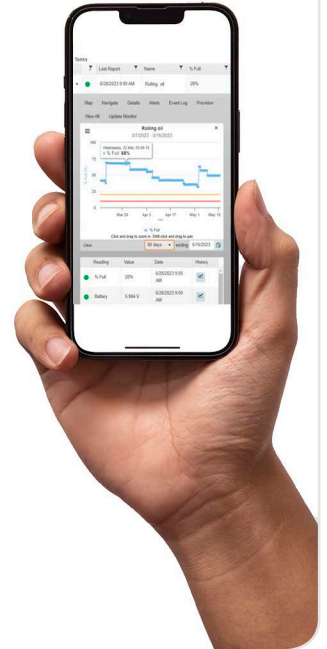
Transporting the admixtures from central and satellite plants across North America is challenging. Reducing wasted travel and improving the effectiveness of their sales team was also a goal of the remote monitoring project.

"It was a pain always having to fix and clean our previous tank monitors. We were rarely confident with the level readings and often had to still manually check the inventories",
said Doug, Dispensing Systems Technician.

Solution

In February of 2022, ACM Chemistries installed the TankScan TSU and TSR tank monitoring systems on over 40 tanks distributed across North America. The remote monitoring system leverages the existing wireless cellular infrastructure and a cloud software application to eliminate large startup and setup costs associated with other remote monitoring systems. The installation requires screwing the monitor into a 2" port on the top of the tank and plugging in the battery. The cloud application is set up remotely and offers unlimited users, historical trending, and email/text notifications.

The tank levels are viewed from field operator's and field sales cell phones or from a PC at a remote office. The system is cost effective due to its use of existing infrastructure of the internet connectivity, internet browser, email, text messaging, and cloud computing. The user is provided with accurate readings to the mobile phone devices he already owns, understands and supports. No additional hardware is required for viewing the tank level data.



Results

ACM Chemistries has seen numerous benefits from remote level monitoring including:

- Reduced labor associated with maintaining older contact-based sensors
- Improved reliability of their field operations with remote tank level visibility
- Improved confidence and sales communication with automated notifications
- Reduced costs and improved safety by reducing travel.

“TankScan is always a phone call away and if you can’t get a rep immediately one will call back within a few minutes. Customer service with TankScan is at the top of my list of companies we deal with on a regular basis”, said Doug.

